

Electronic Acknowledgement Receipt

EFS ID:	5586467
Application Number:	09690566
International Application Number:	
Confirmation Number:	1577
Title of Invention:	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
First Named Inventor/Applicant Name:	Michael P. Lilly
Customer Number:	64574
Filer:	Shawn Li/rachel mcguinness
Filer Authorized By:	Shawn Li
Attorney Docket Number:	119645-00103.118
Receipt Date:	25-JUN-2009
Filing Date:	17-OCT-2000
Time Stamp:	14:00:29
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$1110
RAM confirmation Number	179
Deposit Account	022555
Authorized User	
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:	
Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	119645_00103_118_Transmittal_Form.pdf	55367 14591e09912076339e319fbdec3fa94b2551a97bf7	no	1

Warnings:**Information:**

2	Response to Election / Restriction Filed	119645_00103_118_Restriction_Response.pdf	701570 de2b199848029641b4073ba20c556f61ee720f6	no	20
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Warnings:**Information:**

3	Extension of Time	119645_00103_118_Extension_of_Time.pdf	61117 281d1c3978160e59016e214466aca649916447	no	1
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Warnings:**Information:**

4	Fee Worksheet (PTO-875)	fee-info.pdf	30493 4d30e5f8a8191ea96fe6033599dcdb16c2eb08fd	no	2
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Warnings:**Information:**

Total Files Size (in bytes):	848547
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This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.